



State of Michigan
Department of Information Technology
TECHNICAL POLICY MANUAL

SUBJECT					
Desktop-Related Equipment Repair Policy					
Type	NUMBER	DATE ISSUED	REVISION DATE	REVISION NUMBER	
Policy	1310.14	3-31-06			

Purpose

To repair and maintain aged computer equipment cost effectively. Define specific the desktop and printer equipment that will not be serviced because cost of parts and labor exceed the cost of the devices.

Scope

This policy applies to all desktop-related equipment repair requests for approved, State-purchased equipment.

Policy Statement

All new desktop IT equipment purchased shall include a repair warranty or maintenance program.

All new desktop IT equipment purchased shall only be supported by DIT for the duration of the purchased warranty or maintenance period.

DIT Desktop Services shall have authority to determine which models of desktop-related equipment shall continue to be supported by DIT beyond the expiration of their purchased warranties or maintenance.

DIT reserves the right to charge for repairs on out-of-warranty desktop equipment for which they provide repairs.

The list of DIT supported desktop-related equipment shall be maintained in an Appendix A, located on the DIT Intranet.

Revision History

Revision Level	Effective Date	Description of Enhancement
	5-31-06	Original Issue

Terms and Definitions

Desktop-related Equipment – including, but not limited to, desktop & tower PC's, laptops, handheld/PDA's, printers, fax machines, digital cameras, and scanners.

Related Documents

DIT Intranet/Services/Help & Technical Services/Computer Equipment/Repair Policy_Appendix A

DIT Intranet/Services/Procurement Services/Standard Products/Repair Policy_Appendix A

Forms

N/A